



# FACETS 2001

## A Cultural Awareness/Employee Development Day For All Federal Employees and Special Emphasis Program Managers August 7, 2001

7:30 a.m. - 8:15 a.m.	Registration
8:15 a.m. - 8:30 a.m.	Welcoming Remarks
8:30 a.m. - 9:30 a.m.	<b>Keynote - People are Powerful – Verna Cornelia Simmons, Ph. D.</b>
9:30 a.m. - 9:45 a.m.	Break
9:45 a.m. - 10:35 a.m.	<b>Workshop Session 1</b>
<b>TRACK 1A</b>	Brushing up on Your Interviewing Skills – Pat Hammond (Designed for Managers)
<b>TRACK 1B</b>	Coping with Challenges in Nontraditional Careers – Captain Lori Hodapp
<b>TRACK 1C</b>	What the 2000 Census Shows about Diversity in Minnesota – Martha McMurry
<b>TRACK 1D</b>	Do Men & Women Speak the Same Language? – Shannon Murphy Robinson
<b>TRACK 1E</b>	Diversity is a Four-Letter Word – Or Is It? – Tex Ostvig
10:45 a.m. - 11:40 a.m.	<b>Workshop Session 2</b>
<b>TRACK 2A</b>	SEPs – It's My Responsibility? – Maria Mercedes Olivieri (Designed for Managers)
<b>TRACK 2B</b>	Life by Design – Kevin Hogan (75 minutes)
<b>TRACK 2C</b>	The Immigrant Experience in Minnesota – Professor Joel Wurl (75 minutes)
<b>TRACK 2D</b>	Do Men & Women Speak the Same Language? – Shannon Murphy Robinson
<b>TRACK 2E</b>	Diversity is a Four-Letter Word – Or Is It? – Tex Ostvig
11:30 a.m. - 1:00 p.m.	Lunch – Cafeteria Style
1:00 p.m. – 1:50 p.m.	<b>Workshop Session 3</b>
<b>TRACK 3A</b>	Shared Neutrals: What Is It? – Tom Gergen (Designed for Managers)
<b>TRACK 3B</b>	Dealing with Stress & Anxiety in the Work Place – Patricia Hall
<b>TRACK 3C</b>	Myths about Indians and Indian Reservations – John Walters
<b>TRACK 3D</b>	Living on the Edge – Michelle Neujhar
<b>TRACK 3E</b>	SEPM in the New Environment – Maria Mercedes Olivieri (For SEPMs)
2:00 p.m. - 2:50 p.m.	<b>Workshop Session 4</b>
<b>TRACK 4A</b>	Creating an Honest & Respectful Workplace – Karen Stinson (For Managers)
<b>TRACK 4B</b>	Dealing with Stress & Anxiety in the Work Place – Patricia Hall
<b>TRACK 4C</b>	Myths about Indians and Indian Reservations – John Walters
<b>TRACK 4D</b>	Preparing for the Evolving Roles of Government – Hamline University
<b>TRACK 4E</b>	Minnesota's Newest African Populations – Therese Gales
3:00 p.m. - 3:15 p.m.	Break
3:15 p.m. - 4:00 p.m.	<b>Closing Presentation – The Amazing Jeffo</b>
4:00 p.m. - 4:15 p.m.	Closing & Completion of Evaluations

# About the Speakers & Workshops

Workshop A in each track is specifically designed for managers and individuals interested in management. These workshops should assist managers in obtaining the required Diversity training hours that are required by some agencies. Managers may move in and out of this track selecting workshops that best meet their needs.

## **Verna Cornelia Simmons, Ph. D. (Keynote) – People are Powerful**

Our keynote address will encourage and challenge you to think critically about your power to connect with and inspire others. You will be motivated to examine the impact of diversity from the perspective of your own personal power and leadership.

Dr. Simmons is an educator and motivational speaker who empowers people to effectively reach and teach others around them, particularly youth. Her work spans all levels of educational institutions, Community Organizations, State Organizations and Foundations. She is the author of several publications and reports on urban education, leadership, multicultural education and service learning.

## **The Amazing Jeffo (Closing Presentation)**

Through the use of magic, the Amazing Jeffo will enhance your understanding that individuals can truly “rise” from their disabilities. He will amaze you, amuse you and gently let you know that blindness isn’t a tragedy.

America’s only blind magician, the Amazing Jeffo is a disability awareness instructor who has performed for audiences throughout the region.

## **Brushing Up on Your Interviewing Skills – Pat Hammond (TRACK 1A) (Designed for Managers)**

When faced with the important decision of selecting new staff members, managers want to be sure that the selected individual’s skills will match those of the position. If you are looking for ways to enhance your interviewing skills you won’t want to miss this workshop. Information on how to structure interviews; develop questions that match the skills of the position; and provide feedback to the candidates will be some of the knowledge that participants will gain.

Pat Hammond is the Territory Manager for Taxpayer Education and Communications, Small Business and Self-Employed Division of the Internal Revenue Service. Responsible for providing services to taxpayers in Minnesota, North Dakota and South Dakota, Pat has been instrumental in staffing her division requiring her to conduct an excess of 50 interviews since November 2000. Prior to being selected for her current position, Pat was the Quality Officer for the former North Central District of IRS and has approximately 13 years of managerial experience.

## **Coping with Challenges in Nontraditional Careers – Captain Lori Hodapp (Track 1B)**

This workshop will focus on how affirmative action programs have personally influenced our presenter’s career, both positively and negatively. By attending this workshop participants will learn some of the key challenges she faced, especially in the area of communications, and how she balanced her non-traditional career with her personal life.

Lori Hodapp served as a field officer and a field supervisor before she was promoted to lieutenant, the first in the history of Minnesota’s State Patrol. Now a Captain and Commander of Training with the Minnesota State Patrol of Public Safety, Lori serves as both the director of the Police Corps Program (a Federal Police Training Program) and the Minnesota State Patrol Training Academy.

## **What the 2000 Census Shows about Diversity in Minnesota – Martha McMurry (Track 1C)**

This workshop will cover how the racial and ethnic make up of Minnesota is changing, where racial and ethnic groups are located in the state, and the significance of the new multiple race identification option.

Martha McMurry is a Senior Research Analyst with the Minnesota State Demographic Center where she has worked since 1980. She is responsible for preparing population, household, and labor force projections and tracking demographic trends.

### **Do Men & Women Speak the Same Language? – Shannon Murphy Robinson (Track 1D & 2D)**

Using research and realistic workplace examples, participants will explore the communication differences between men and women and the impact they have on relationships and the workplace.

With a Master's Degree in International Communication and over 14 years of experience as a consultant, trainer and project manager, Shannon has conducted organizational assessments, developed customized workshops and provided training to a variety of clients in many types of organizations. Shannon specializes in the areas of diversity, cross-cultural communication and gender issues.

### **Diversity is a Four-Letter Word – Or Is It? – Tex Ostvig (Tracks 1E & 2E)**

In this interactive workshop some of the complexities of Diversity and Multiculturalism will be looked at. Participants will take a "Diversity" test and will also look at the impact of the Chicano/Latino community in Minnesota. Most of all, participants will leave with a greater awareness of our ever-changing society.

Take a boy born in Mexico, give him a "unique" name and raise him in Minnesota and there you have a natural formula for personal diversity. Tex Ostvig is the Director of the Chicano/Latino Student Services at the University of Minnesota and has worked in and with diversity issues all his life.

### **Special Emphasis Programs – It's My Responsibility? – Maria Mercedes Olivieri (Track 2A) (Designed for Managers)**

Federal managers and supervisors play a crucial role in designing, supporting and carrying out special emphasis programs. Although today's agencies are doing more with less, management still has a major responsibility for affirmative employment and equal employment opportunity plans and activities. Workshop participants will learn more about their role in supporting the SEP to ensure its success—and their own.

Maria Mercedes Olivieri is the Assistant Director for Diversity in the Employment Service of the U. S. Office of Personnel Management. She has extensive experience as a practitioner, advisor, and trainer in the areas of equal employment opportunity, special emphasis programs, and diversity to name a few.

### **Life By Design – Kevin Hogan (75 minute workshop) (Track 2B)**

This fast paced, fun workshop may change the path of your life forever. Participants will learn the "Attraction Principle" that is an easy to apply mental strategy that helps you draw what and who you want into your life by using your brain the way it was designed to be used.

Kevin Hogan is the author of eight (8) books including The Psychology of Persuasion and Talk Your Way to the Top. An instructor at the University of St. Thomas Management Center, Kevin is also a consultant to the government of Poland and has been featured in numerous magazine articles.

### **The Immigrant Experience in Minnesota – Professor Joel Wurl (75 minute workshop) (Track 2C)**

This workshop will provide a brief overview of the University of Minnesota's Immigration History Research Center activities. Information will be shared on what immigrants think of their new homeland and discuss how to balance the need to assimilate with the need to honor one's ethnicity. Thoughts on how to better understand, and then properly respond with this changing makeup will be shared.

Professor Wurl is Curator and Assistant Director of the University of Minnesota's Immigration History Research Center. He is a frequent advisor to public programs and historical preservation projects and has published research on several topics related to immigration and the preservation of documentary resources.

### **Shared Neutrals: What Is It? What Are the Benefits? – Tom Gergen (Track 3A) (Designed for Managers)**

Conflict happens at work everyday. If ignored, some conflicts can increase tensions, lower productivity and erode trust in the organization. The Shared Neutrals Program was developed through a cooperative arrangement between agencies in our federal community to assist in the resolution of workplace issues and disputes. By attending this workshop, participants will learn what the Program is and how it can benefit them in the resolution of disputes.

Tom Gergen is the Manager of Labor Relations for the Northland District of the U. S. Postal Service. He has extensive experience in conflict resolution as an attorney, representative, negotiator, mediator and hearing officer.

### **Dealing with Stress & Anxiety in the Work Place – Patricia (Patti) Hall (Track 3B and 4B)**

This session will define stress, the stress continuum and how stress affects health and functioning in the workplace.

Ideas about incorporating stress management skills and how to support and empower employees in the usage of healthy coping mechanisms will be shared.

Patti Hall is the Manager of Wellness and Related Services at Hazelden Foundation. A certified LifeStyle Counselor, Ms. Hall has 15 years of experience in the field and has a Masters Degree in Human Development.

### **Myths about Indians and Indian Reservations – John Walters (Track 3C and 4C)**

Have the traditions of the Native American Indian been lost over the years? Through the use of storytelling, participants will learn how many of these values and traditions have been adopted in our everyday lives. This workshop will help participants dispel some of the myths they have about Indians and Indian Reservations.

Raised in Eagle Butte, South Dakota, John Walters is a member of the Cheyenne River Sioux Tribe. He is the manager for the Indian Tribal Governments, North Central States, IRS. John currently works with the Fargo Moorhead United Way on Native American Outreach efforts and serves as a Chapter Member for the Episcopal Cathedral and the North Dakota Diocese representing Native American issues.

### **Living on the Edge – Step Out, Step Up and Step Off Into Living the Life You Have Imagined – Michelle Neujahr (Track 3D)**

This workshop will inspire growth, challenge your comfort zones, increase your vision and passionately motivate you to live the life you want. Living on the edge encourages people to admit to and achieve their dreams. To live on the edge you must Step Out, Step Up and Step Off. Come experience how this three-step process can launch you into living your dream life.

Michelle Neujahr is a professional speaker, author and business owner with over a decade of experience as an entrepreneur. She assists organizations and individuals to create purposeful growth and focus.

### **Special Emphasis Program Managers in the New Environment – Maria Mercedes Olivieri (For SEPMS) (Track 3E)**

Designed for Special Emphasis Program Managers (SEPM), this workshop will enable participants to improve the quality of their special emphasis programs (SEP). Participants will enhance their understanding of the role of the SEPM in an environment where agencies are shifting their emphasis from the individual SEPs to Diversity.

Ms. Olivieri is the Assistant Director for Diversity in the Employment Service of the U. S. Office of Personnel Management. Her public service spans over three decades, beginning with the Commonwealth of Puerto Rico and later the U. S. Government.

### **Creating an Honest & Respectful Workplace – Karen Stinson (Designed for Managers) (Track 4A)**

Every organization faces two major issues today – recruitment and retention of skilled and talented employees. According to surveys on the subject, winning the war of recruitment and retention lies in the manner managers treat their subordinates. This session will provide valuable tips on how to create “an honest and respectful workplace.”

The founder and CEO of ProGroup, Karen Stinson has been assisting clients to create supportive, productive workplaces for the past 15 years. She is recognized nationally as an authority on diversity and has been featured on numerous TV and radio shows, as well as in newspaper articles and professional journals.

### **Preparing for the Evolving Roles of Government – To Be Announced (Track 4D)**

Are you looking for information on ways you can further your leadership and conflict management skills, or obtain credits in public administration? If so, this workshop was designed with you in mind. A representative from the Graduate School of Public Administration and Management will share information on the exciting new continuing education programs that have been developed for Federal employees. Learn more about how these programs can meet your educational needs.

### **Minnesota's Newest African Populations – Therese Gales (Track 4E)**

This workshop will provide a brief overview of immigration to Minnesota with a special focus on the newest refugees and immigrants from Africa. Participants will learn reasons why Africans move to Minnesota, some of their special needs, and helpful tips for working with these newcomers.

Therese Gales is the Director of Education for the Refugee and Immigrant Program of Minnesota Advocates for Human Rights. She has worked with Minnesota Advocates' Building Immigrant Awareness and Support Project since 1994, educating individuals and organizations on immigrant and refugee issues from informational and policy perspectives to educational seminars, public speaking and community outreach.

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## Registration Form Worksheet

- SEE THE ATTACHED AGENDA AND DESCRIPTION FOR EACH WORKSHOP.
  - THIS WORKSHEET WILL HELP YOU MAKE SELECTIONS FOR THE WORKSHOPS.
    - TRANSFER SELECTIONS TO THE ATTACHED REGISTRATION FORM.
    - RETAIN THIS WORKSHEET FOR YOUR RECORDS.
    - SEND YOUR REGISTRATION MATERIALS TO SCOTT MEYER

**NOTE:** SPACE LIMITED TO 400. SEMINAR CHECK-IN BEGINS AT 7:30 A.M. WORKSHOP SPACE IS ALSO LIMITED AND WILL BE ASSIGNED ON A FIRST COME BASIS. YOU WILL BE NOTIFIED OF SELECTIONS THE DAY OF THE SEMINAR. NO CONFIRMATIONS WILL BE SENT TO ATTENDEES. REGISTRATION MATERIALS (INCLUDING CREDIT CARD FORM) ARE DUE ON **JULY 23** TO SCOTT MEYER - FACETS 2001, BIA, ONE FEDERAL DRIVE, ROOM 550, ST. PAUL, MN 55111-4007. **DO NOT MAIL OR FAX TO FEB.**

TRACK	WORKSHOP SESSION 1 9:45 a.m.- 10:35 a.m.	Top 3 Choices (Fill in Track #)
1A	Brushing Up on Your Interviewing Skills (Designed for Managers)	1 <sup>st</sup> Choice _____
1B	Coping with Challenges in Nontraditional Careers	2 <sup>nd</sup> Choice _____
1C	What the 2000 Census Shows about Diversity in Minnesota	3 <sup>rd</sup> Choice _____
1D	Do Men & Women Speak the Same Language?	
1E	Diversity is a Four-Letter word – Or Is It?	

TRACK	WORKSHOP SESSION 2 10:45 a.m. (Length of time varies to accommodate lunch)	TOP 3 CHOICES
2A	SEPs – It's My Responsibility? (Designed for Managers)	1 <sup>st</sup> Choice _____
2B	Life by Design	2 <sup>nd</sup> Choice _____
2C	The Immigrant Experience in Minnesota	3 <sup>rd</sup> Choice _____
2D	Do Men & Women Speak the Same Language?	
2E	Diversity is a Four-Letter Word – Or Is It?	

TRACK	WORKSHOP SESSION 3 1:00 p.m. – 1:50 p.m.	TOP 3 CHOICES
3A	Shared Neutrals: What Is It? Benefits? (For Managers)	1 <sup>st</sup> Choice _____
3B	Dealing with Stress & Anxiety in the Work Place	2 <sup>nd</sup> Choice _____
3C	Myths about Indians and Indians Reservations	3 <sup>rd</sup> Choice _____
3D	Living on the Edge	
3E	SEPM in the New Environment	

TRACK	WORKSHOP SESSION 4 2:00 p.m. – 2:50 p.m.	TOP 3 CHOICES
4A	Creating an Honest & Respectful Workplace (For Managers)	1 <sup>st</sup> Choice _____
4B	Dealing with Stress & Anxiety in the Work Place	2 <sup>nd</sup> Choice _____
	Myths about Indians and Indian Reservations	

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<b>4C</b> <b>4D</b> <b>4E</b>	Preparing for the Evolving Roles of Government Minnesota's Newest African Populations	<b>3<sup>rd</sup> Choice</b> _____
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## NAME OF ATTENDEE (Please Print and Complete a Form for Each Participant)

LAST INITIAL	LAST NAME	FIRST NAME

## WORKSHOP SELECTIONS

(Enter the Track Number For Your Selections from Registration Form Worksheet)

<b>WORKSHOP 1</b> <b>9:45 - 10:35 a.m.</b>	<b>WORKSHOP 2</b> <b>10:45 – 11:40 a.m.</b>	<b>WORKSHOP 3</b> <b>1:00 - 1:50 p.m.</b>	<b>WORKSHOP 4</b> <b>2:00 - 2:50 p.m.</b>
<b>1<sup>st</sup> Choice</b> _____ <b>2<sup>nd</sup> Choice</b> _____ <b>3<sup>rd</sup> Choice</b> _____	<b>1<sup>st</sup> Choice</b> _____ <b>2<sup>nd</sup> Choice</b> _____ <b>3<sup>rd</sup> Choice</b> _____	<b>1<sup>st</sup> Choice</b> _____ <b>2<sup>nd</sup> Choice</b> _____ <b>3<sup>rd</sup> Choice</b> _____	<b>1<sup>st</sup> Choice</b> _____ <b>2<sup>nd</sup> Choice</b> _____ <b>3<sup>rd</sup> Choice</b> _____

## AGENCY INFORMATION

<b>Agency Name</b>	
<b>Agency Address</b>	
<b>Employee's Phone:</b>	(    )
<b>Employee's Fax:</b>	(    )

### REGISTRATION MATERIALS DUE JULY 23 MAIL OR FAX (INCLUDING CREDIT CARD FORM)

**TO:**  
**(PLEASE DO NOT SEND OR FAX TO FEB)**

Scott Meyer - FACETS 2001  
 BIA  
 One Federal Drive, Room 550  
 St. Paul, MN 55111-4007  
 Fax: 612-713-4450

### FOR REGISTRATION INFORMATION CALL:

Scott Meyer (612) 713-4400, x 1148 or Deborah Krogsgaard 651-312-7894

Please check the Appropriate Box	
	<b>PERSONAL CHECK \$35</b> Make payable to: <b>FEB of Minnesota - Diversity Council</b>
	<b>Credit Card. Please complete the attached form.</b>
	<b>Purchase Order      Type:</b>

**NOTE:** Substitutions are permitted. However, no refunds will be issued! **INTERPRETER SERVICES and REASONABLE ACCOMMODATIONS:** Agencies will be responsible for providing interpreter services for hearing impaired employees. Cost of interpreter services may be shared by participating agencies. Please let

us know if you need any special accommodations (i.e., **alternative formats** for handouts or if you need **handicap parking**).





# Federal Executive Board of Minnesota

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email: [FEB\\_Minnesota@os.doi.gov](mailto:FEB_Minnesota@os.doi.gov)

Website: [www.minnesota.feb.gov](http://www.minnesota.feb.gov)

## Credit Card Order Form

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

City and Zip Code: \_\_\_\_\_

Agency Order Reference Number (If applicable): \_\_\_\_\_

Name of Credit Card User (as it appears on card): \_\_\_\_\_

Card (Visa, MasterCard, etc.): \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Phone Number if you prefer to be called: \_\_\_\_\_

Item(s) or Event Ordered: \_\_\_\_\_

Date (If appropriate): \_\_\_\_\_

Names: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Amount to be charged:

\_\_\_\_\_

Signature of Authorizing Person: \_\_\_\_\_ Date: \_\_\_\_\_